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# STATE OF MARYLAND COMMUNITY HEALTH RESOURCES COMMISSION

REPORTING PERIOD: 07/01/2014 to 12/31/2014 - Final Dental Report

Grant Number: 11-006	Grantee Organization: Access Carroll, Inc.

Title of Project:

Carroll County Dental Care

Amount of Grant:

\$300,000

Period of Grant:

07-01-2010 to 12/31/2014

(modified dates from MCHRC original)

Date of Award:

08-09-2010

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Community Health Resource Status: 10.45.05.03 Access Services

MCHRC Grant Program:

Aligning Community Health Resources: Improving Access to Care for Marylanders

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# "Carroll County Dental Care"

# NARRATIVE FINAL SUMMARY REPORT July 1, 2014 to December 31, 2014

Access Carroll is pleased to provide the following final report for the "Carroll County Dental Care" program as funded July 1, 2014 through December 31, 2014. The generous support of the Maryland Community Health Resources Commission has enabled the birth and continued success of a first-ever community dental clinic program, offering full dental services in an integrated care model to low-income and at-risk families on a sliding fee scale. The response from the community has been overwhelming with growing demands for services.

On July 1, 2014, the Access Carroll Family Dental Clinic entered into its second year of operations, offering reduced cost services including emergency extractions, preventive and hygiene care, restorations, and diagnostic services. The clinic has experienced tremendous growth and demands from the community with upwards of 40 calls daily from residents experiencing desperate dental needs. The following chart is a summary of services provided from July 1, 2014 to December 31, 2014, reflecting the first six months of fiscal year 2015.

FY15 DENTAL SUMMARY	JUL TO SEP	OCT TO DEC	TOTAL	
Visits/Encounters	658	473	1,131	
New Patients	125	53	178	
Individual Patients Served	362	270	632	
Waiting List - Non Emergency	151	309	460	
SERVICES PROVIDED				
Extractions - simple	403	261	664	
Exams and X-rays	418	224	642	
Cleanings	27	15	42	
Fillings	258	229	487	
Endo/Perio	34	20	54	
Dentures/Crowns/Bridges	186	126	312	
Oral Surgery (not simple extr.)	15	15	30	
Other Services - Misc.	4	8	12	
Follow Up Visits (N Codes)	120	59	179	
TOTAL SERVICES (not N codes)	1,341	898	2,239	

Continuing with service trends from the first year of operations, Access Carroll provided 1,131 visits for 632 individual patients, of which 178 were new and unduplicated to the integrated practice. New for FY15, Access Carroll has been both tracking and reporting on those waiting for non-emergency care. Unfortunately, the demand for services far exceeds the capacity of current staffing with 460 unduplicated patients waiting for preventive, restorative, and denture care services. The good news is that Access Carroll is directly addressing the staggering volume of emergency extractions and other urgent care issues.

Despite the goal to provide preventive and comprehensive care, the greatest service need continues to be emergency extractions and denture care. Over the past six months, 664 extractions were performed and 312 prosthetic cases (dentures, crowns, and bridges) were completed. In addition to a full time schedule, the clinic continues to offer special extraction clinic days once a week with additional providers and support staff.

Access Carroll is the only dental provider in the community who offers reduced cost services on a sliding fee scale for low income residents of all ages, and serves a high percentage of Hispanic/Latino residents. The following charts provide summaries of the patient and special needs profiles July 1, 2014 through December 31, 2014.

## **PATIENT PROFILE - FY15**

	JUL – SEPT	OCT - DEC	FY 15 TOTAL
GENDER/AGE			
Men	150	134	284
Women	201	131	332
Children	11	5	16
Total of All	362	270	632
RACE			
Asian	2	0	2
Black	17	11	28
White	343	259	602
American Indian	0	0	0
Unknown	0	0	0
ETHNICITY			
Hispanic	42	26	68
Non-Hispanic	319	244	563
Unknown	1	0	1

### **SPECIAL NEEDS PROFILE - FY15**

SPECIAL NEED PROFILE UNDUPLICATED	JUL-SEP	OCT-DEC	FY15 TOTAL	PERCENT
Mental Illness	63	44	107	17%
Alcohol Abuse	7	4	11	2%
Drug Abuse	15	15	29	5%
HIV/AIDS and related Diseases	10	6	16	3%
Medically Fragile	33	17	50	8%

The following is a note from patient, Pamela Bowers, who shares her appreciation with the Access Carroll staff for her positive experience and new dentures.

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Access Carroll frequently receives letters and notes from patients expressing their gratitude for our dental services. Due to financial barriers, many patients have not had the opportunity to receive dental care beyond an emergency extraction for many years. Additionally, patients are always amazed that Access Carroll staff takes the time to explain the treatment plan and procedures they may need to undergo. Access Carroll strives to ensure every patient is given high quality care in a holistic and respectful environment.

#### VALUE OF SERVICES RENDERED

Providing high quality and affordable dental care is a core goal of Access Carroll, noting access to dental care has been the number one specialty care referral need since 2007. Access Carroll is the only dental office in the county offering reduced cost services that allow those most in need to acquire care full care beyond emergency extractions. Access Carroll is also the only office that plans to accept Maryland Medical Assistance. As previously reported Access Carroll has applied in April 2014 for a Medicaid Provider Identification Number and is hopeful to receive favorable news in the coming months.

It is important to note that 97% of the patients served are at or below 200% of the Federal Poverty Level, with the great majority at or below 138% of Federal Poverty Level, and only charged the nominal service fee of \$40.00 per visit, effective July 1, 2014. The nominal fee supports the cost of supplies.

Over the past six months, July 1, 2014 through December 31, 2014, Access Carroll has provided \$326,528 of valued services (where at the 100% of full cost is provided at a lower rate than surrounding private practices) with \$62,084 revenue from patient sliding fee scale income and collected "atcost" lab fees for prosthetic services.



Prosthetic (denture, bridge, and crown) services are in great demand at Access Carroll. In the last six months, 312 prosthetic services were provided for our patients.

### **FY15 JUL TO DEC FINANCIAL SUMMARY OF REVENUE**

QUARTER	VALUE	PATIENT REVENUE
Jul - Sep 2014	\$203,584	\$ 37,379
Oct - Dec 2014	\$122,944	\$ 24,705
TOTALS	\$326,528	\$ 62,084

#### **EMERGENCY DEPARTMENT DIVERSION**

An ongoing and important role within our Local Health Improvement Plan (LHIP) is Emergency Department diversion and reduction of expensive and episodic care. Access Carroll continues to receive daily reports from our local hospital, Carroll Hospital Center, for uninsured and "self pay" patients in need of integrated health care. Emergency referrals are given priority and placed on the clinic schedule immediately. Access Carroll works closely with hospital and community case managers and care navigators to both identify at risk clients and place them into care as soon as possible.

#### **CONTINUED PROGRESS**

Moving beyond the first year of operations, Access Carroll has several goals and seeks new partnerships to better serve our community. Among these goals is inclusion of endodontic care (root canals), partnership with University of Maryland School of Dentistry and the Hygiene School of the Community College of Baltimore County, and becoming the first full Medicaid accepting dental provider in the community. We are hopeful that with the continued support of our community and the ability to achieve financial solvency, Access Carroll will remain a health leader addressing the needs of vulnerable and at risk populations. We strive to support the health initiatives of the State of Maryland and continue to partner with the health access goals of the Affordable Care Act. Our site is always open and welcomes visits. We aspire to be a model for other communities and openly share our lessons learned and insights as a new community clinic.



Shown left to right: Holly Amir, Dental Assistant, a patient, and Dr. Lindsay Freedman, Dental Director.

Again, on behalf of the patients we serve, staff, volunteers, and Board of Directors, Access Carroll extends our greatest and most sincere gratitude for the ongoing and visionary support of the Maryland Community Health Resources Commission.